

# The CP Connection

The Community Partner Newsletter

Issue 14

September Issue 2016



“Autumn is the  
season of  
change.”  
~ Taoist Proverb

## Welcome to the My Health LA Autumn Update!

Hello to all Community Partners. I hope you all had a good summer...and somehow—it's September. Hopefully things cool down soon because the sweaters in my closet are starting to feel like a distant long ago memory.

I am really proud of the work our Pharmacy Phase II pilot sites are doing. Testing the new pharmacy network in a live environment is not an easy task, and our 7 MHLA Pilot Clinics (Antelope Valley, Eisner Pediatric, JWCH, Harbor, St. Johns, Northeast Valley and UMMA) who are participating in the pilot are doing a lot of really hard work that will make the roll-out a lot better and easier for everyone else. I want to make sure they are acknowledged because they have put in a lot of time and work into this project.

The following are a few of the Pharmacy Phase II pilot highlights that we'd like to share with you. This data (just a snapshot) reflects pharmacy services provided from August through mid-September 2016:

- A total of 9 patients had over 70 medications mailed to their house by DHS Central Pharmacy.
- 2,055 medications were dispensed to patients by retail pharmacies such as Ralph's.
- The DHS Core P&T Committee continues to

meet regularly and add new drugs to the formulary. These updates are on the MHLA website for community clinics under the “Pharmacy” tab.

- Ventegra's Customer Care Team can now add newly-enrolled patients to their claims system in 10 minutes or less.
- A new congratulations letter will soon be uploaded into One-e-App that will help newly enrolled patients understand the importance of keeping and using their ID card, and gives them important information to present to a pharmacy once while they wait for their ID card to arrive.
- A training is scheduled on October 20<sup>th</sup> to help dispensaries that don't have electronic pharmacy claim systems to understand what they will need to do to submit claims to Ventegra using Excel (more on this on page 2).

A big thank you to our pilots, and we'll keep the rest of you updated on the move to full implementation of our Pharmacy Phase II.

-Amy

### Inside this issue:

- ◆ CP Request for PCPs coming soon! See page 2.
- ◆ Oct. 20th Dispensary Training. See page 2.
- ◆ Letters to Children still enrolled in MHLA - Page 2.

## Coming soon! Request to Add CP Providers into ORCHID

Soon, the MHLA program will be sending out a request to every Community Partner (CP) asking for a clinician or provider that we can associate with your clinic in ORCHID (ORCHID is the name of DHS's medical record system). This is not to do provider empanelment of MHLA patients at your clinic....rather, we want to create a record of MHLA patients in ORCHID so if they come to DHS for specialty or emergency care, DHS doctors can look in ORCHID and know who they are and that they are enrolled in MHLA at your clinic. In order to do this, we need the name of a provider that you want associated with your clinic sites. (The challenge is that the way ORCHID is set up, we have to have a provider name associated with the clinic in order for the patient's record to be uploaded into ORCHID).

By adding MHLA participants into the ORCHID system, DHS doctors will know (in real time) who the Community Partner clinic is for each MHLA patient. Believe it or not, our DHS clinicians do not have this information today when they have a MHLA patient in front of them, unless the patient tells them. Having MHLA patients in the ORCHID system will provide for a more seamless transition from DHS back to their CP clinic when they access services within the DHS network.

Besides knowing a patient at DHS is a MHLA participant, there is one other very cool advantage to having MHLA participants in ORCHID—if your clinic has an electronic medical record (EMR), ORCHID will be able to send information about the patient's visit directly to your EMR using Direct Access secure email.

More information is coming soon from MHLA, along with a request to tell us what provider name we should associate with each of your clinic sites. It can be the same person or different people, a medical director or any other provider you designate. More info is coming soon.

---

## Excel Training for Dispensaries Who Will Submit Manual Claims Data to Ventegra

One of the contractual requirements of the MHLA program is the submission of encounter data. Dispensary data falls under that requirement. The MHLA program

uses this data to help track disease morbidity of MHLA patients and make informed decisions related to the roll-out of Pharmacy Phase II.

The Community Clinic Association of Los Angeles County (CCALAC) and MHLA will be holding a training on October 20<sup>th</sup> at 1pm at CCALAC offices for those CPs that have a dispensary, plan to use that dispensary in Phase II, and will be submitting claims manually in Excel format (i.e., do not have an electronic pharmacy claims adjudication system). If you do not fit into these criteria, you will not receive an invitation to attend. If you do, expect to see an invitation from CCALAC this or next week.

---

## Letters to Parents with Medi-Cal Eligible Kids still in MHLA

As you know, effective May 1, 2016, children living in California under the age of 19 years old became eligible for full-scope Medi-Cal benefits, regardless of their immigration status.

Because children under the age of 19 years old are now eligible for full-scope Medi-Cal, they will soon be ineligible for MHLA. If a child is currently enrolled in MHLA, they will be disenrolled as soon as we receive notice that they are receiving full-scope Medi-Cal, or by December 31, 2016, whatever comes first.

A letter to families with children in MHLA will be going out next week letting them know that MHLA is not insurance, Medi-Cal is insurance, and that their child is eligible for Medi-Cal if they are enrolled in MHLA. The letter gives them DPSS's phone number, but also encourages them to contact their medical home clinic directly for more information and help enrolling in Medi-Cal.

In addition, next week we will also be sending to all community partners a list of their children still enrolled in MHLA. This list will be sent to MHLA Eligibility Leads and COOs. Please use this list to continue your diligent outreach efforts to notify these families of this process and guide them as needed.

### ***The CP Connection***

<i>Amy Luftig Viste</i>	Program Director
<i>Philip Barragan</i>	Newsletter Editor
<i>Francia Nava</i>	Contributor
<i>Cinderella Cernik</i>	Contributor